



# National Furniture Center

U.S. General Services  
Administration  
Federal Supply Service

*Wherever you are... you can come home to GSA*



The pace of advancing technological change, the transition of the workforce to knowledgeable workers, increasing communication demands, reengineering cultures—just a few of the variables dramatically impacting how we do business today. Gone are the days of one size fits all, low bid, federally specified “good enough for government” products and services. Today’s federal customer deserves and demands solutions that deliver the best value for their investment.

At GSA’s National Furniture Center we are building solid relationships with our customers and suppliers to improve not only the quality of our goods and services, but the processes involved in helping define requirements, design space, select products, place orders, and deliver and install products.

### **When You Invest in GSA, GSA Invests in You**

and remains committed to servicing your needs to help you maintain your quality work environment. Whether it be bachelor housing, 21st century knowledge centers, traditional office space, classrooms, patient rooms, warehousing facilities—GSA’s National Furniture Center and America’s leading furnishing suppliers can deliver a solution that fits your environment and your budget.

## **Federal Interior Solutions**

**Easy to Order Custom Fit Environments That Make Sense**

## ay To Save

It's time to re-think the way you look at GSA—your partner in creating the quality work environment that meets your exact needs. Today, GSA offers you ALTERNATIVES—more choices, more options, more ways to help you enhance your work environment and improve the productivity and quality of life for your employees.

### **Contracting Expertise**

- Market Research
- Technical Requirements
- Performance Evaluation Criteria
- Guaranteed Competitive Pricing
- Quality Furnishings at Significant Discounts
- Order Placement
- Dispute Resolution

### **Turnkey Service**

- Project Management
- Inside Delivery and Site Coordination
- On-site Furniture Installation
- Clean up
- Staging / Phasing Delivery
- Customer Service Follow-up
- Sample Evaluation
- Site Visits
- Ancillary Services

## ***Working Smarter***





## **GSA can help you “recycle” your existing furniture**


- Refinishing
- Touch-up
- Re-upholstery

### ***Better Choices***

Product Integration  
Leasing Programs  
Cash Flow Reporting  
Budgeting Across Fiscal Years  
Engineering Services  
Green Furniture and Furnishings

### **Coming Soon... Service Solutions**

Project Management  
Asset Management / Maintenance  
Reconfiguration / Relocation Management  
Furniture Design and Layout



**Q** Can the National Furniture Center provide “Turnkey” assistance on large projects for various types of furniture including furniture systems, conventional office and conference room, classroom, and residential/dormitory furniture?


**A** You bet! The National Furniture Center has over fifteen years of experience in procuring, coordinating and administering projects for furniture systems, collateral furniture, floor coverings and related furnishings. The expertise in furniture procurement and the capability in project management available through the NFC are unparalleled in the U.S. Government. Satisfied customers include: U.S. Courts, Department of Defense, Internal Revenue Service, National Partnership for the Reinvention of Government and more!

**Q** Would my Federal Agency personnel work with a single point of contact or with several individuals representing the various parts of GSA?

**A** Our solutions are designed around a customer's needs. GSA can deliver a completely integrated solution, from construction and IT integration to the finishing touches on accessorizing your space. GSA's Federal Supply Service, Public Buildings Service, and Federal Technology Service will coordinate projects with a single point of contact.

**Q** What sort of timeframe is required for a multi-phased procurement for furniture products?

**A** We have in-depth experience on multi-year projects with incremental funding. We also have experience in leasing furniture and lease to purchase programs. Procurements for furniture systems generally require six to nine months lead time. Procurements for conventional office and household furniture generally require nine months; however, timeframes will be established to meet your federal agency's specific requirements and objectives.



**Q** If initial space planning has been done, how is that coordinated so we do not pay for duplicate design services?

**A** The NFC, working closely with you, will identify your agency's specific design requirements. The selected manufacturer is responsible for converting your agency's generic space plans and prototypicals into the manufacturer's specific contract product. The number of hours required to perform this service varies depending on the accuracy of the agency-provided space plan and its level of development.

**Q** Who maintains quality control on the furniture as shipments are received and during the installation process?

**A** In the case of "turnkey" projects, the successfully contracted manufacturer is responsible for receipt and inspection of product as it is received and installed. Your acceptance of the furniture does not take place until the installation is complete and to your project manager's satisfaction. Your agency's specific customer requirements and agendas will be accommodated as required.

**Q** What is the cost of the NFC services (i.e. flat fee, by service performed, etc.)?

**A** Fees for services vary based on the level and types of services required by your specific job. They can be assessed as a percentage of the order (2% - 7%) or can be billable by hourly rates through an interagency agreement.



**Q** How does the NFC coordinate the receipt and installation of furniture needs with construction and renovation requirements?

**A** Installation of furniture is coordinated and scheduled to coincide with the completion of construction at the project site. Installation is phased in according to your specific agency requirements. Coordination will be through GSA with your concurrence as the requisitioning agency.

**Q** What working experience does the NFC have with the Department of Prison Industries (UNICOR) for furniture procurement?

**A** Your agency is responsible for obtaining waivers from UNICOR; however, at your agency's request, the NFC will meet with UNICOR in order to resolve issues that arise during the waiver process.

Notice!! Effective January 1, 2000 a UNICOR waiver will not be necessary for the purchase of Dorm and Quarters furniture under Federal Supply Class 7105. This also includes purchases under the Packaged Room Program.

The Federal Prison Industries, Inc. (UNICOR) and the Quarters Furniture Manufacturers Association (QFMA) established a pilot program that waives UNICOR's mandatory source status for all purchases of Dorm and Quarters furniture. The pilot program runs through Fiscal Year 2005.

For more information, please call Marcelles Barr on 703-305-6210.





Q

What other specific services and conveniences does the NFC provide for Federal Agencies?

A

**Extensive Product Availability:** GSA has current contracts on most categories of furniture that make ordering them quick and easy. We are continuously adding commercial products to our contracts to better respond to our customers' needs.

**Budgetary Convenience:** The National Furniture Center accepts money obligated through requisition forms DD 1348-6 (MILSTRIP), through the Department of Defense's MIPRs (Military Interdepartmental Purchase Request), and SF 344 (FEDSTRIP) placed with the GSA General Supply Fund for specific furniture projects. Funding is considered obligated at the time of requisition receipt by GSA and can be used for the purchase of furniture and related services on specific projects beyond fiscal year lines.

**Design:** GSA's NFC can be flexible on design and procurement methods. The procurement documents can be developed to include complete space planning services or transfers from space plans as necessary, based on generic prototypicals and/or preliminary space plans. The National Furniture Center can also facilitate the refurbishing of existing furniture, if that becomes necessary.

**Project Management:** The GSA National Furniture Center can provide a single point of contact for oversight of whole projects. Procurement for furniture can specify "turnkey" acceptance to include installation of all products through a primary vendor, or installation can be by individual contract vendors with GSA oversight. In furniture systems projects, the successfully contracted vendor is responsible for the receipt and inspection of product as it is received and installed. Your acceptance would not take place until the installation is complete and to your project manager's satisfaction. Solicitations can specify your agency's specific project service requirements.





As purchasing policies change, we are challenged with making the way you buy from GSA simpler, easier, and less expensive. One way for the National Furniture Center to achieve this is to consolidate our schedules.

As part of an overall effort within the Federal Supply Service, the National Furniture Center began a program to review existing multiple award federal supply schedules (MAS) to determine whether efficiencies could be made through merging. This consolidation allows our commercial partners to have all their items, intended for particular environments, under one contract and allows you the ability to purchase the furniture and furnishings you need with value and ease.

**National Furniture Center Schedules:**

- 58-I            Communication and Telecommunication Equipment
- 71-I            Office Furniture
- 71-II           Household and Quarters Furniture
- 71-II-H        Packaged Furniture
- 71-III          Special Use Furniture
- 71-III-E       Security Equipment
- 72-I-A         Floor Coverings
- 72-II          Furnishings

**Coming Soon!!! Project Management**

**GSA Express Desk** is a fax based ordering tool for the GSA National Furniture Center. To improve the ease of ordering for our customers and to reduce the administrative costs of processing multiple requisitions, the National Furniture Center offers an express ordering option. Customers simply fax their orders to a dedicated fax machine. Multiple line items can be consolidated under a single requisition by simply attaching a bill of materials with the requisition. Upon receipt of the complete ordering information, we place a delivery order within 48 hours. It's fast and simple, and has the value-added service of enabling related orders to be managed as projects (e.g., scheduling carpet delivery and installation before furniture is delivered).

**Fax Your Order to:** (703) 305-7934 **or Toll Free Fax:** (877) 305-6453  
**Phone:** (703) 305-7003

**Attention:** *Express Desk—2000*

<i>Include:</i> Item Description	Part Number, Model, NSN
Manufacturer / Supplier	Price
Quantity	Appropriation Number / Document Number
GSA Contract Number	Color, Fabric, Finish
Picture of the Item (if available)	Customer Point of Contact:
Best Value Determination Sheet (Attached)	Phone, FAX, Internet Address (if avail.)

Multiple line items can be consolidated under a single requisition. Simply attach a bill of materials (product list for each contract) with your requisition. A separate requisition is needed for each contract number.

**GSA's National Furniture Center Will:**

- Acknowledge receipt of the order
- Place routine orders within 48 hours
- Follow-up with the customer to ensure customer satisfaction!

At GSA's National Furniture Center we are committed to doing what it takes to ensure customer satisfaction!



**U.S. General Services Administration  
National Furniture Center  
MULTIPLE AWARD SCHEDULE  
BEST VALUE DETERMINATION GUIDELINES**

FAR 8.4 tells us that you should make a best value determination before placing Multiple Award Schedule (MAS) orders above the micro-purchase limit (currently \$2500). For orders over \$2500, but under the Maximum Order (MO), simply review at least three price lists. For orders over the MO, review additional price lists—Use GSA Advantage!—and generally seek a reduced price from those contractors appearing to offer the best value. Orders under \$2500 may be placed with any schedule contractor.

REQUISITION NUMBER(S): \_\_\_\_\_

Yes  
☐

No  
☐

Did you review the required number of sources under the Federal Supply Schedule?  
Please list the contractors' names below:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Yes  
☐

No  
☐

Are you buying the lowest priced item? If **NO**, indicate the factors considered in your best value decision below:

☐

Price

☐

Special features that are required in effective program performance that are not provided by a comparable item

☐

Trade-in considerations

☐

Probable life of the item selected as compared with a comparable item

☐

Warranty considerations

☐

Maintenance availability

☐

Past performance (e.g., experience)

☐

Environmental and energy efficiency considerations

☐

Comfort/suitability of the item

☐

Delivery time

☐

Your administrative costs

☐

Training needed or provided

☐

Technical qualifications

☐

Compatibility with existing furniture

☐

Other (specify): \_\_\_\_\_

If you have considered the factors above to choose the item(s) which overall will provide the best value, then you have made a best value determination. When ordering based on a best value determination, please include this checksheet with your order. Fax orders to 703-305-7934, or call 703-305-7003 for more information.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

4/28/00



## ools

Just as carpenters or plumbers have tool belts to help them accomplish their goals quickly and easily, Federal procurement professionals have a tool chest at their fingertips—GSA. GSA offers numerous power tools for smarter, less expensive contracting and buying.

To make buying furniture quicker and easier, GSA has developed several mechanisms for you to use when searching and choosing the furniture and furnishings for your organization. You have the option of surfing the net—to find information about furniture and furnishings; or, to point, click and shop with our on-line cyber mall. You also have the traditional technology of faxing your orders and having the assurance that they will be placed within 48 hours.

At GSA, we see the Internet as a golden opportunity to improve ourselves by bringing our products and services closer to you—our customer. Because of our desire to bring you the best, we have created the *GSA Advantage!™* On-line Shopping Service and Schedules E-Library.

- The *GSA Advantage!™* On-line Shopping Service is an Internet acquisition solution for the entire federal government—bringing you the ability to purchase a world of products and services, directly from your desktop PC. *GSA Advantage!™* is a fast and convenient shopping system that is quickly becoming the hottest shopping web site in government. *GSA Advantage!™* has been named one of the "Best Feds on the Web" and has received several prestigious awards including the Federal Technology Leadership Award which was presented by Government Executive Magazine, and has also been recognized by the Computerworld Smithsonian Award Program for innovative technology in the workplace.
- The Schedules E-Library is your source for the latest GSA schedules contract award information! Customers have a centralized source for researching GSA schedules 24 hours a day! Schedules E-Library contains basic ordering guidelines, complete schedule listings, and a powerful search engine which allows you to search by keyword text, schedule number, special item number (SIN), contractor name and contract number. The Schedules E-Library is updated daily to provide you with the latest award information.

*Check out these and all of the Advantages of GSA's Federal Supply Service...*

GSA's National Furniture Center is continually working to enhance our furniture programs. Recently, one focus has been on packaging: combining products and services. This enables you to get quality products when you need them, conveniently and economically, anywhere in the world.

Whether you're furnishing a room, a floor, or an entire building, you only need to make one call: to the GSA National Furniture Center Packaged Furniture Program. This complete turnkey package program offers all products and services necessary to create the ideal working environment... from start to finish.

The Packaged Furniture Program consists of, but is not limited to:

**Packaged Room**

- Dorms and Barracks
- Suites
- Individual Sleeping Quarters
- Lounges/Day Rooms
- Recreational Rooms

**Packaged Office**

- Office Systems
- Training Rooms
- Executive Offices
- Classrooms
- Conference Rooms

**Packaged Patient Room**

- Exam Rooms
- Long Term Care Rooms
- Waiting Rooms
- Healthcare Offices

The complete package is handled by ONE supplier and available on ONE purchase order.



---

### **Customer Help Line 703-305-7003**

Systems Furniture	Juanita Blassingame	703-305-5995
Office Furniture	Helen Zivkoviche	703-305-5894
Household & Quarters	Marcelles Barr	703-305-6210
Furnishings	Patricia Longo	215-656-3837
Floor Coverings	Wanda Bowman	703-305-5213
Communications Equipment	Jim Concannon	215-656-3855
Project Management	Rose Hudgens	703-305-5839
Special Use Furniture	Marcelles Barr	703-305-6210
Security Equipment	Jim Concannon	215-656-3855

---

#### **Packaged Room**

Darlene Walsh	703-305-6282
Barbara Douglas	703-305-7627

---

#### **Packaged Office**

Dinell Cook	703-305-6587
Helen Zivkoviche	703-305-5894

---

#### **Packaged Patient Room**

Wanda Bowman	703-305-5213
--------------	--------------

---